

ICB REVIEW PROCESS

1. Account Management

- Upon receipt of ICB Review Request form, the Account Manager will then forward the request form to Wholesale Product Line Management (PLM) to begin the data gathering process as follows:

2. Product Line Management

- Checks the form for accuracy and adds any additional relevant information, if applicable
- Assigns a tracking number and redacts information that might otherwise identify the Wholesale Customer to Verizon's Retail organization
- Forwards the updated request form to Wholesale Legal, Retail Legal and Retail Business

3. Retail Business and Legal retrieve Customer-requested CSP contract

4. Wholesale and Retail attorneys

- Review the requested CSP and identify terms and conditions
- Secure Retail customer authority to share terms, if required by CSP or CPNI regulations

5. Retail Legal and Product Line Management

- Prepare a summary of contract terms for the Customer, redacting any information that would identify the Retail customer and other information prohibited for inclusion by CSP confidentiality provisions

- Forwards the summary of contract terms to Wholesale Account Management and Product Line Management
- Account Manager sends the summary of contract terms to the Customer for their review

6. Customer Review

- Account Manager makes arrangements for customer to review actual CSP contract if requested

7. Implementation

- Customer signs letter of acknowledgement (“LOA”) agreeing to resell in compliance with applicable terms of ICA and applicable law

PLM works with internal organizations and the Customer to implement the resold CSP